**Alton Patient Participation Group**

**Minutes of the Meeting held on Tuesday 14th February 2023**

**Present:** **Dorothy Clohesy (Chair), Heather Hall (Practice Manager), Angie Hurst,**

**Yvonne Somerville and Elaine Plant (Secretary)**

**1. Apologies**: Carol Edwards (Vice Chair)

**2. Minutes of the last meeting:**

The minutes were a true record of the last meeting on the 10th January 2023.

**3. Matters Arising:**

My Staffordshire County Council discussed.

**HH** advised that Kerrie Marsh, the Health & Wellbeing Coach would be visiting on 13th June to give us an update.

**DC** - Patient Knows Best App quite widely known now. Patients usually invited to use once they have been attending UHNM hospitals.

**Coffee Mornings - AH** had shared details on Facebook but **HH** reported that not many people had attended.

**YS** advised the Carers Association were doing a course on Lifting and Handling.

**4. Terms & Conditions:**

The Terms & Conditions is a lengthy document which all members have received a copy of.

Only items that needed change have been included in the minutes.

**1.1 Policy Statement**

**“***Since 1 April 2015, it has been a contractual requirement[[1]](#footnote-1) for all organisations to have a Patient Participation Group (PPG). The requirements of the organisation to have a PPG are shown at Part 5.2 of the contract and under para 5.2.1 the purposes are to:*

* *Obtain the views of patients who have attended the organisation about the services delivered*
* *Enable the organisation to obtain feedback from its registered patients about those services*

*PPGs have a key role to play as they help to ensure that patients and carers can influence their local services.[[2]](#footnote-2) Furthermore, it is vital that every patient and carer is aware that a PPG exists at Alton Surgery, the purpose of the group and how they can get involved.”*

**Re**:**Getting more patients involved in PPG**: DC suggested using Facebook to advertise meetings and putting dates of all meetings on the Website. Any patients not able to attend meetings could become virtual members if interested.

**AH** will continue to share appropriate information with local Facebook groups.

**Change of Meeting Times:**

After discussion it was agreed that for the convenience of members and staff, future meetings would commence at 10.00 am

**1.5 Training:** Applies to Staff

**Staff Photographs** – PPG would like to see these displayed as they are in other Health Centres and Hospitals.

**PPG** would be willing to have their names and email addresses put on PPG Board.

As the policy hasn’t changed, **Visitor Badges** should be re-instated unless directed otherwise by the ICC/ICB (Clarification needed).

**3.1 Role of PPG** – Mostly no Change apart from:

* **Carrying out research into views of those who use the practice**.

This has not been carried out by PPG since before Covid and perhaps would be a useful exercise using the previous questionnaire. It is a growing concern to some patients that it is not as easy to get an appointment now as it used to be. Patients who have lived in the village for many years find it hard to understand why, given that we have more Clinician time available, it is has become a problem to get an appointment. This would probably be highlighted if we carried out a survey. Another main concern is the telephone system. **HH** advised that budget constraints had prevented the Practice from updating the current system. However some NHS funding has become available and this was being applied for at the moment.

All points discussed. Pre Covid the PPG were very pro-active in:

* Organising open mornings when various Agencies attended.
* Inviting individual speakers to our meetings.
* Carrying out regular surveys.
* Encouraging patients who were able to access the website and book appointments online.

**3.2 Structure of PPG**

Up to 20 members allowed consisting of patients registered at the Practice with a

**Chair Person/Vice Chairperson (if appointed)**

**Treasurer (not required)**

**Secretary**

3 consecutive years to be deleted for the time being. We haven’t got enough members

with appropriate knowledge especially for the Chair’s position.

**3.3 PPG Membership**

**DC** highlighted that membership was open to ***Patients of the Practice or their Carers*** (who do not have to be a patients of the Practice)***.***

**3.4 Role of PPG members:**

**All points discussed:**

**DC** stated the following:

* Minutes to be emailed before the next meeting.
* Apologies for absence should be given to the Secretary also items for the Agenda in the week before the meeting.
* Any other business should be saved as an Agenda Item for the next meeting unless agreed with the Chair before the commencement of the meeting.
* Mobile phones should be switched off during the meeting.

**National Association of Patient Participation – NAPP.**

**DC** had not received any info since prior Covid nor was she able to access the website.

**HH** will check that the Practice still subscribes to this service.

**Healthwatch** - **HH** will check to see if this is still active.

**Confidentiality Policy** discussed and agreed.

**Job Descriptions**

**Chair Person – Dorothy Clohesy**

**Vice Chair – Carol Edwards**

**Secretary – Elaine Plant**

All points of the Terms & Conditions were read and discussed with changes made where applicable. If any further amendments are needed these could be made at the next meeting.

**4. Date of next meeting: 14th March 2023 at \*12.30pm for this meeting only.**

**Future meetings: 11th April, 9th May, 13th June, 11th July, 12th September, 10th October,**

**14th November and 12th December – all commencing at 10.00am.**

**\*Change of meeting time for 14th March. Dr HHampton and Dr Leggett would like to attend this meeting therefore this has been arranged for after morning surgery at 12.30pm.**

1. [NHS England Standard General Medical Services Contract](https://www.england.nhs.uk/wp-content/uploads/2019/04/general-medical-services-contract-19-20.pdf) [↑](#footnote-ref-1)
2. [The Patients Association PPGs](https://www.patients-association.org.uk/httpswwwpatients-associationorgukpagescategorywork-with-us) [↑](#footnote-ref-2)